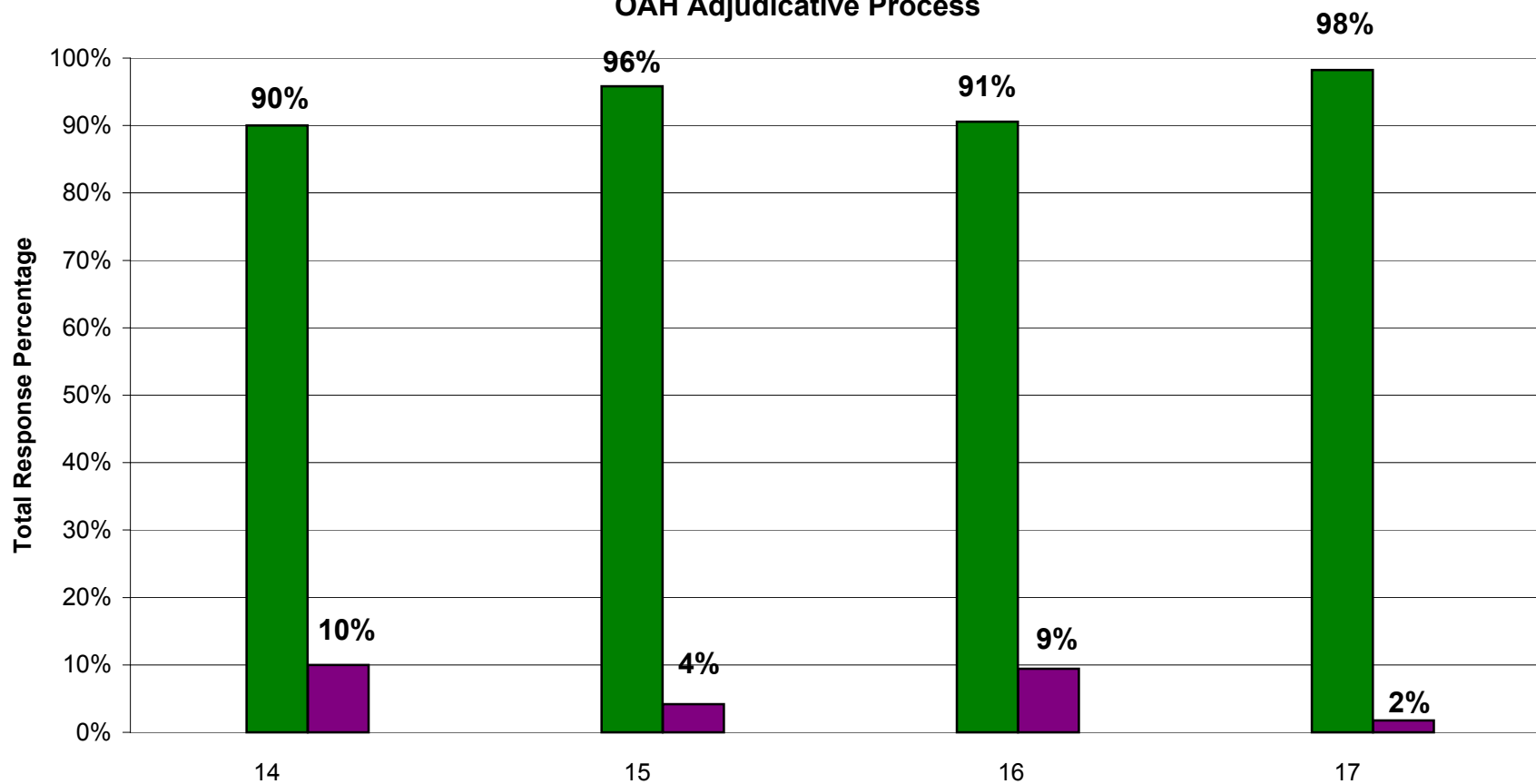


## OAH Customer Survey- FY 2003 Annual Score

### OAH Adjudicative Process



#### Questions

- 14. Written material gave helpful information on the hearing.
- 15. OAH web site provided helpful information.
- 16. OAH clerk was ready to call the case as scheduled.
- 17. Hearing was concluded in reasonable time.

■ Met or Exceeded Expectations

■ Did Not Meet Expectations